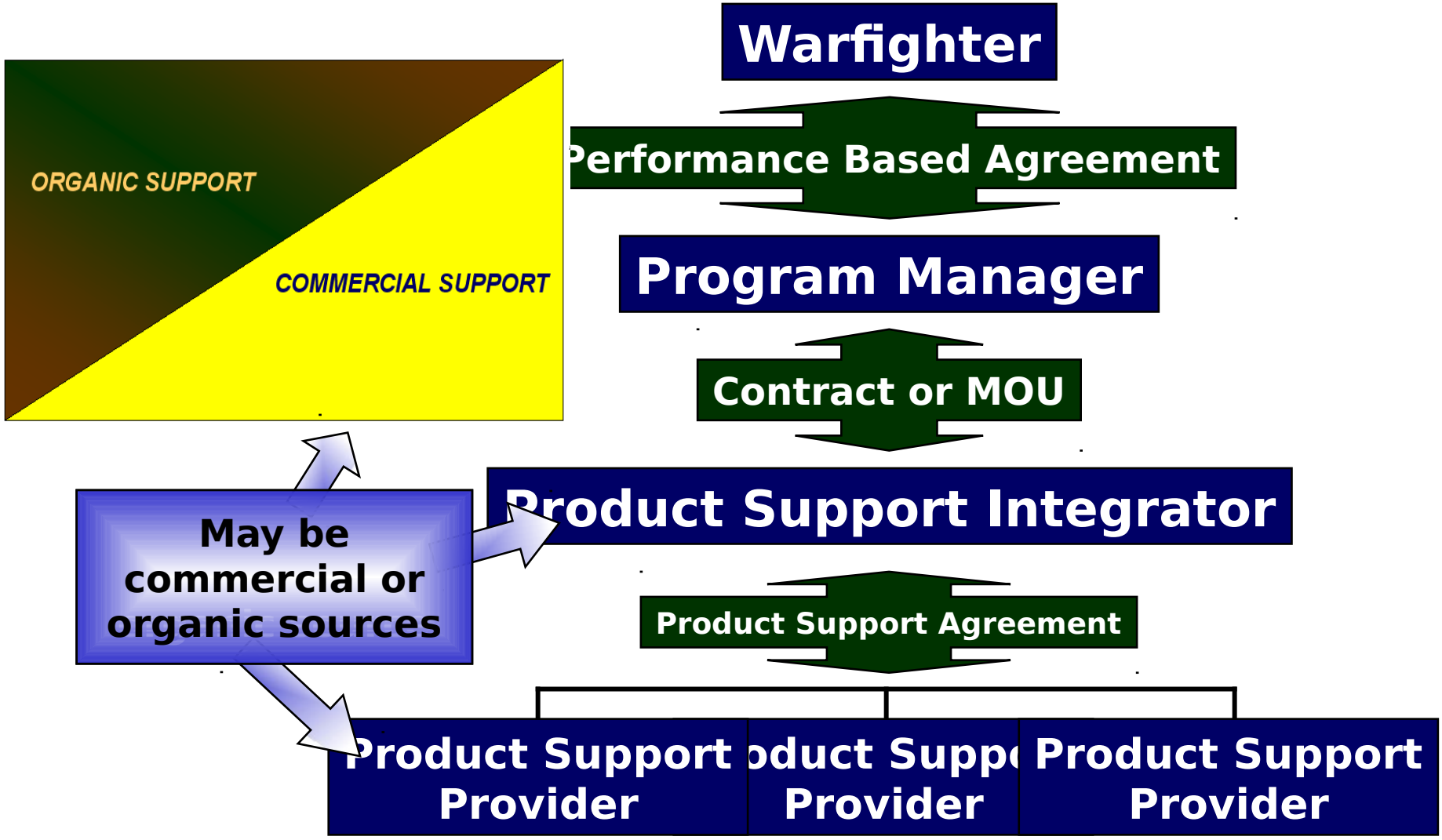
Basic PBL-Related Documents

PBL Support Participants and Arrangements



PSI Performance

- **As with any contract, PSI performance is based on**
  - **Service availability**
  - **Service reliability**
  - **Service responsiveness**
  - **Service quality**

Principal PBL Documents

- **Product Support Strategy**
- **Performance Based Agreement (PBA)**
- **Product Support Agreement**
  - **Contracts for commercial providers**
  - **Memoranda of Understanding (MOU) for organic providers**

These documents contain:

etrics, their data sources, and computation metho

Expected cost and performance outcomes

Performance incentives and sanctions

Risk management methods

Performance Based Agreements (BPA)

- **What is a Performance Based Agreement (PBA)?**
  - **A written agreement between the Program Manager and the Customer that describes measurable service and performance level parameters based on customer requirements and expectations.**
- **Why are they required?**
  - **Part of DOD strategy to become a more customer focused enterprise**
  - **Leverage PBA's to build partnering relationships with support providers and customers**

Purpose of the PBA

- **Identify range of support necessary to meet warfighter operational readiness and cost objectives**

  - **Program Manager,, Product Support Integrator (if identified) and Warfighter negotiate product support terms**

- **State requirements and alternative courses of action if requirements are not met**

  - **All participants in program manage to same set of expectations**

  - **Living document that evolves as program requirements change**

- **Synchronize allocated resources - PM and warfighter**

- **Provide basis for negotiating product support contracts**

Focus is on Supporting the Warfighter

PBA Contents

- **Outline of program's PBL strategy**
- **Warfighter and Program Manager roles and responsibilities**
- **Critical readiness and sustainability drivers**
- **Warfighter performance requirements, support requirements, and allotted resources**
- **Performance metrics**
  - **Measures of success (e.g., threshold, goal)**
    - **Wartime and peacetime**
    - **Constraints and assumptions**
    - **Data sources and computation methods**
    - **Measurement frequency**

PBA Contents (cont)

- **Formal performance review process**
- **Formal dispute resolution process**
- **Signature of each stakeholder indicating acceptance**
  - **Force provider**
  - **Program manager**
  - **Product support integrator (if identified)**
- **Methods and schedule for reviewing and updating performance requirements**

PBA = Centerpiece for overall PBL support strategy

PBA Description

- **Typically a short document – it may be:**
  - **Separate document titled PBA**
  - **Memorandum of Agreement (MOA)**
  - **Memorandum of Understanding (MOU)**
  - **Performance Plan and Agreement**
  - **Material Fielding Plan/Agreement (MFP/MFA)**

PM/PSI Agreement with Product Support Providers

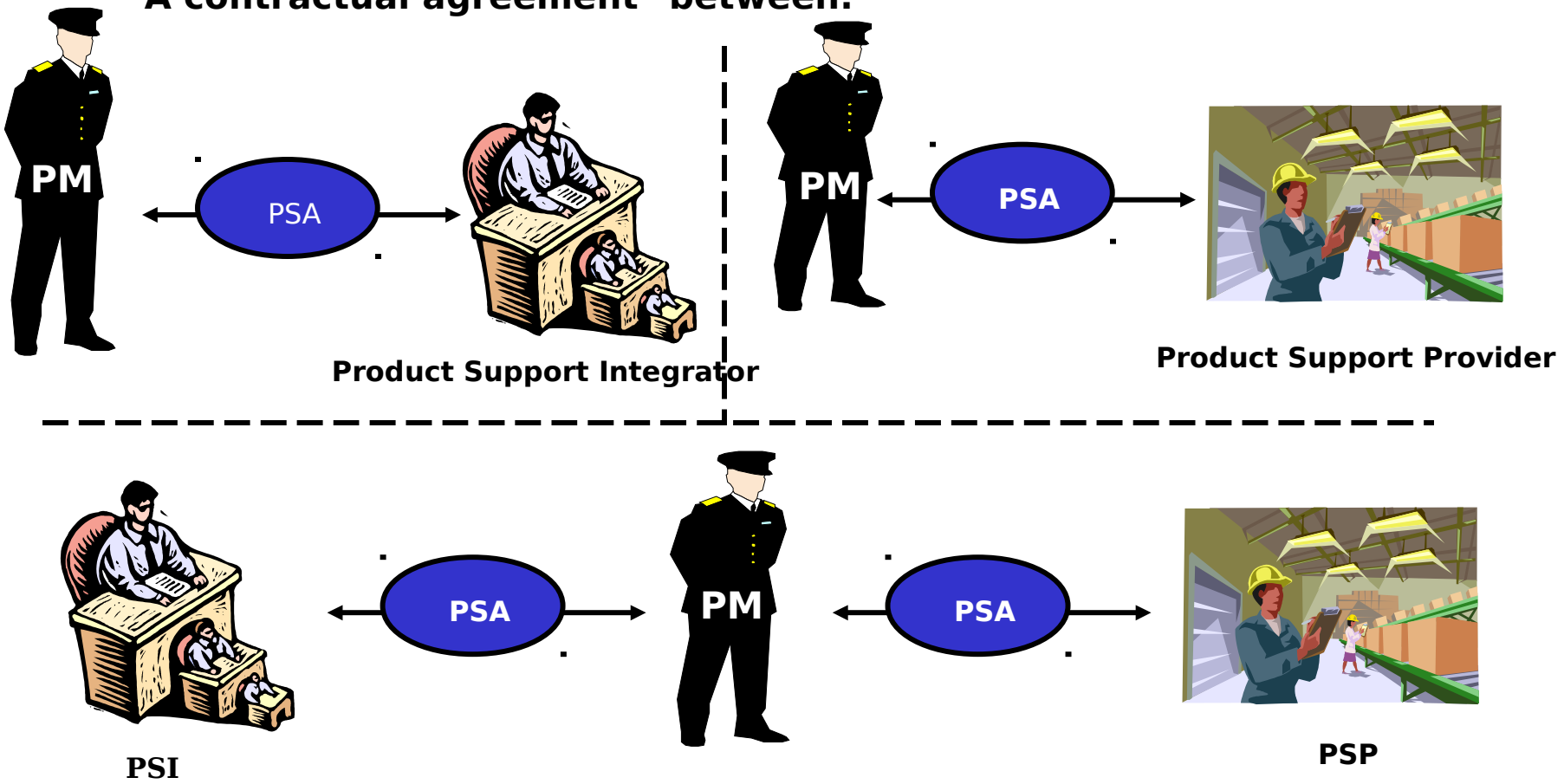
- **A tool for buying performance-based support**
- **Defines the output performance goals that support the PBA agreement with the warfighter**
- **Identifies the desired outcome in terms of objectives and thresholds**
- **Describes the data elements and formulas for calculating metrics**
- **Sets a target price for a set level of PBL capability and performance**

Product Support Agreement (Cont.)

- **Delineates any constraints or boundary conditions**
- **Identifies roles and responsibilities for collection, processing, analysis,and reporting of performance data**
- **Defines data and the source of the data to be collected**
- **Identifies formal performance review process**
- **Identifies formal dispute resolution process**

Product Support Agreement (PSA)

A contractual agreement* between:



*** Contracts for the private sector and MOU's for the public sector**